

Company Name: NovaCart Technologies Pvt. Ltd.

This document is an internal customer support knowledge base designed for AI-powered customer support chatbots. It includes Terms & Conditions, Payment & Billing policies, Refunds, FAQs, and common issue resolution guidelines.

1. Terms & Conditions

By using NovaCart services, users agree to comply with all applicable laws and company policies.

Users must provide accurate account information. Misuse, fraud, or abuse may lead to account suspension.

NovaCart reserves the right to update features, pricing, or policies with prior notice.

Service availability is subject to maintenance, upgrades, or unforeseen technical issues.

2. Account & Security

Users are responsible for maintaining the confidentiality of their login credentials.

If suspicious activity is detected, the account may be temporarily locked for security reasons.

Password reset links are valid for 15 minutes only.

3. Payments & Billing

NovaCart supports UPI, Debit/Credit Cards, Net Banking, and Wallets.

Payments are processed through secure third-party payment gateways.

If a payment is debited but the order fails, the amount is usually refunded within 5–7 business days.

Invoices are automatically generated and available in the user dashboard.

4. Refund & Cancellation Policy

Orders can be cancelled within 24 hours if not shipped.

Refunds are initiated to the original payment method only.

Partial refunds may apply for promotional or discounted items.

Refund timelines depend on the bank or payment provider.

5. Delivery & Shipping Issues

Standard delivery time is 3–7 business days.

Delays may occur due to logistics, weather, or high-demand periods.

If an order is marked delivered but not received, users should contact support within 48 hours.

6. Common Customer Issues & Resolutions

- Payment deducted but order not confirmed – Check payment status and reassure refund timeline.

- Unable to login – Guide user to password reset or account unlock.
- Refund not received – Verify refund ID and explain bank processing time.
- Wrong item delivered – Apologize and initiate replacement or refund.
- App/Website not working – Suggest cache clear, app update, or retry later.

7. Frequently Asked Questions (FAQs)

Q: How can I track my order? A: Go to Orders > Track Order in your dashboard.

Q: What payment methods are supported? A: UPI, Cards, Net Banking, and Wallets.

Q: How long does a refund take? A: Usually 5–7 business days.

Q: Can I change my delivery address? A: Yes, before the order is shipped.

Q: How do I contact customer support? A: Via chat, email, or phone from the Help section.

8. Customer Support Tone Guidelines (For AI Chatbot)

Always be polite, empathetic, and concise.

Do not blame the customer. Use reassuring language.

If unsure, escalate the issue instead of giving incorrect information.

Never share internal system details or sensitive information.

9. Escalation Matrix

Level 1: Basic FAQs and common issues.

Level 2: Payment, refund, and order disputes.

Level 3: Technical or legal issues – escalate to human agent.